

## DTI Strategic Planning Road Map

Early in 2004 we launched our strategic planning process. Important components of the journey have been bringing in the voices of customers, our key partners and our employees, as well as taking the time for dialogue on important opportunities and concerns.

We started with an initial assessment by senior managers of the strengths, weaknesses, opportunities and threats facing the organization, followed by interviews and focus groups with many of our customers and stakeholders. Finally, we held a series of town meetings for DTI employees, attended by over three quarters of the organization. Our guiding principle was to involve others and hear their feedback without demanding too much of their time.



## A Word of Thanks

We wish to thank the DTI team leaders, employees, legislators, Information Resource Managers (IRMs), Technology Investment Council (TIC) members, the Budget Office, the Controller General, the Governor's staff and others who contributed time and energy to this assessment and planning process.